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## PATENT APPLICATION

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Docket No: CA1463

Takeshi ISHIZAKI, et al.

Appln. No.: 09/841,710

Group Art Unit: 2143

Confirmation No.: 6270

Examiner: Jeffrey C. PWU

Filed: April 24, 2001

For: INTEGRATED SERVICE MANAGEMENT SYSTEM

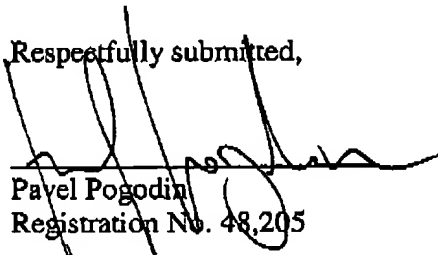
## SUBMISSION OF TERMINAL DISCLAIMER

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Submitted herewith is a Terminal Disclaimer in the above-identified application. Please charge the statutory fee of \$130.00 to Deposit Account No. 19-4880. The USPTO is directed and authorized to charge all required fees, except for the Issue Fee and the Publication Fee, to Deposit Account No. 19-4880. Please also credit any overpayments to said Deposit Account. A duplicate copy of this Submission is attached.

Respectfully submitted,

  
Pavel Pogodin  
Registration No. 48,205SUGHRUE MION, PLLC  
Telephone: (650) 625-8100  
Facsimile: (650) 625-8110

MOUNTAIN VIEW OFFICE


23493

CUSTOMER NUMBER

Date: January 30, 2006

## CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this SUBMISSION OF TERMINAL  
DISCLAIMER is being facsimile transmitted to the U.S. Patent and  
Trademark Office this 30th day of January, 2006.

  
Mariam Tam

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Alexandria, VA 22313-1450

Sir:

The undersigned, on behalf of the petitioner, HITACHI, LTD., represents that the petitioner, HITACHI, LTD. is the owner of the entire right, title and interest of U.S. Application No. 09/956,635, filed on September 20, 2001 for INTEGRATED SERVICE MANAGEMENT SYSTEM FOR REMOTE CUSTOMER SUPPORT by virtue of an Assignment from all of the inventors thereof executed on September 19, 2001 and October 1, 2001, recorded on January 25, 2006 at Reel 017062, Frame 0021, as well as the entire right, title and interest in the above-captioned U.S. Application No. 09/841,710 by virtue of an Assignment from all of the inventors thereof executed on August 14, 2001, recorded on August 27, 2001, at Reel 012121, Frame 0871.

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Atty. Docket No.: CA1463  
**PATENT APPLICATION**

**TERMINAL DISCLAIMER**

U.S. Patent Application Ser. No.: 09/841,710

Petitioner hereby certifies that the above-mentioned Assignments have been reviewed and to the best of petitioner's knowledge and belief, title is in petitioner who is seeking to take this action.

Petitioner hereby disclaims the terminal part of any patent granted on the above-captioned U.S. Application No. 09/841,710 which would extend beyond the expiration of the full statutory term as presently shortened by any terminal disclaimer of any patent issuing from U.S. Application No. 09/956,635, and hereby agrees that any patent so granted on the above-captioned U.S. Application No. 09/841,710 shall be enforceable only for and during such period that the legal title to any patent issuing from U.S. Application No. 09/956,635 shall be the same as the legal title to said patent issuing from the above-captioned U.S. Application No. 09/841,710, this agreement to run with any patent granted on the above-captioned U.S. Application No. 09/841,710 and to be binding upon the grantee, its successors or assigns.

Petitioner does not disclaim any terminal part of any patent granted on the above-captioned U.S. Application No. 09/841,710 prior to the expiration date of the full statutory term as presently shortened by any terminal disclaimer of any patent issuing from U.S. Application No. 09/956,635 in the event that any patent issuing from U.S. Application No. 09/956,635 later: expires for failure to pay a maintenance fee, is held unenforceable, is found invalid, is statutorily disclaimed in whole or terminally disclaimed under 37 C.F.R. § 1.321(a), has all claims cancelled by a Reexamination Certificate, or is otherwise terminated prior to the expiration of its statutory term as presently shortened by any terminal disclaimer, except for the separation of legal title stated above.

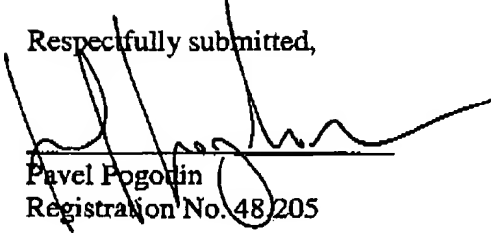
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**PATENT APPLICATION**

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U.S. Patent Application Ser. No.: 09/841,710

The undersigned is an attorney of record.

Respectfully submitted,

  
Pavel Pogodin  
Registration No. 48,205

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Mariann Tam